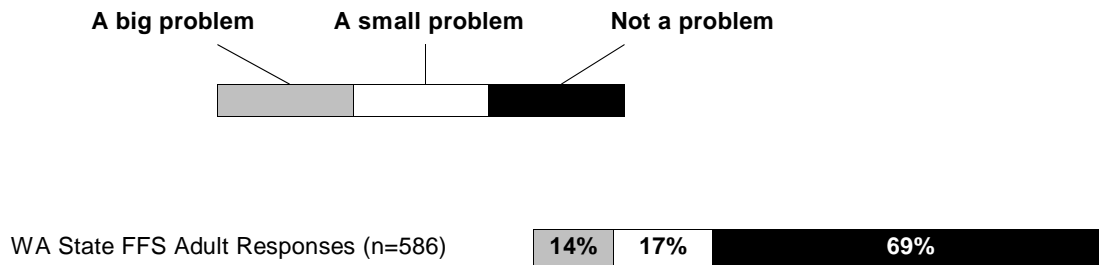


Getting Needed Care

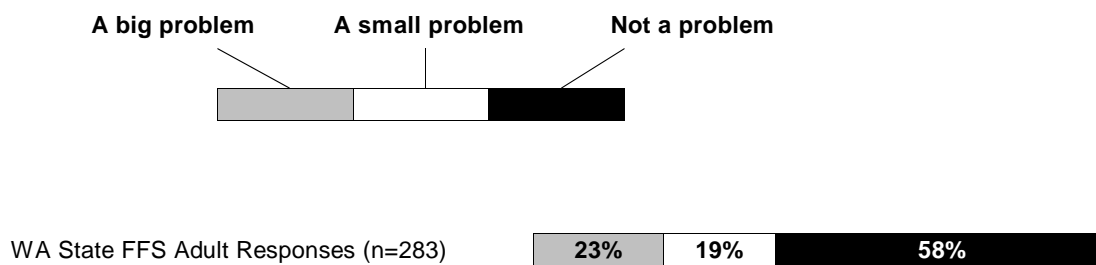
This chart summarizes the responses to survey questions 3, 7, 21, and 22 contained in the composite, "Getting Needed Care." Individual question-level responses immediately follow.



NOTE: Survey results presented in this report are based on the 1999 "Survey About Your Health" CAHPS survey sponsored by the Washington State Medical Assistance Administration. Small percentage differences represent measurement (sampling) error rather than actual differences in health plan performance. Numbers may not add up to 100% due to rounding. Please see the detailed methodology appendix for additional information.

Getting Needed Care

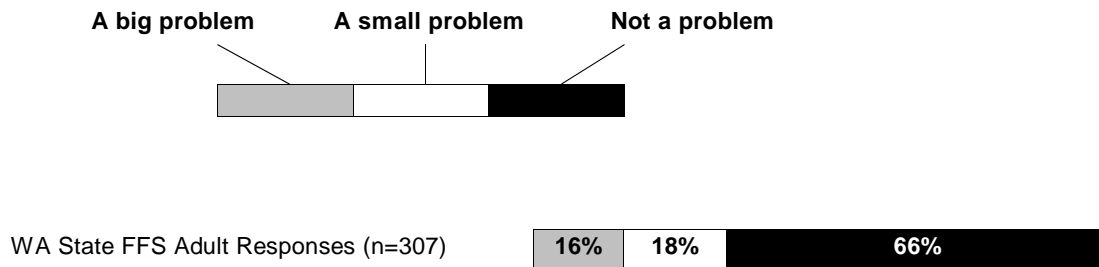
Q3. "How much of a problem, if any, was it to get a personal doctor or nurse you are happy with?"



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Getting Needed Care

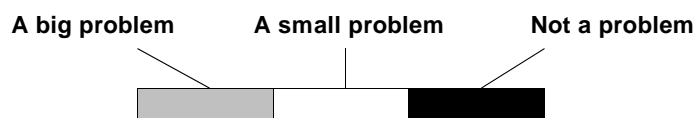
Q7. "In the last 6 months, how much of a problem, if any, was it to see a specialist that you needed to see?"



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Getting Needed Care

Q21. "In the last 6 months, how much of a problem, if any, was it to get the care you or a doctor believed necessary?"



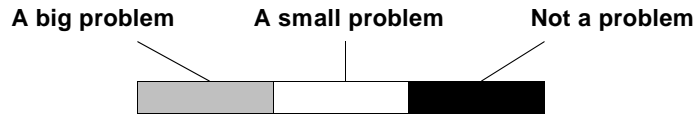
WA State FFS Adult Responses (n=538)



NOTE: Survey results presented in this report are based on the 1999 "Survey About Your Health" CAHPS survey sponsored by the Washington State Medical Assistance Administration. Small percentage differences represent measurement (sampling) error rather than actual differences in health plan performance. Numbers may not add up to 100% due to rounding. Please see the detailed methodology appendix for additional information.

Getting Needed Care

Q22. "In the last 6 months, how much of a problem, if any, were delays in health care while you waited for approval from Medical Assistance?"



WA State FFS Adult Responses (n=470)



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